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| National Redress Counselling and Psychological Care (CPC) Service Victoria |
| Frequently asked questions (FAQ) |
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# What is the CPC Service Victoria?

The National Redress Scheme (NRS) CPC Service is available to all people who:

* applied for and accepted an offer of redress (whether or not they ticked CPC in their redress application) while living in Victoria
* accepted an offer of redress in another state but now reside in Victoria
* are family members, including family of choice, of people in the above two categories.

The service supports eligible people to manage their psychological wellbeing. This includes current stressful situations.

The service is free to eligible people, their family or people close to them.

People who use the service work with a trained and experienced counsellor or therapist in a confidential environment. The practitioner supports them to explore concerns, understand the effect of past harmful experiences, and provide strategies to improve their wellbeing.

CPC services can also help people build strength and resilience to recover from past experiences of childhood sexual abuse, and live a fulfilling and meaningful life.

# What is changing with the CPC service?

Up until now, the CPC service was provided through a funded group of organisations and providers called Restore Counselling.

It was only available to people who accepted an NRS offer that included counselling and psychological care. It was capped at 20 sessions.

From 1 November 2023, the following changes will occur:

* The service will be administered by the Department of Families, Fairness and Housing (the department). Newly employed CPC Service Navigators will support people to access services of their choice.
* The service is now available to all people who have accepted a NRS offer in Victoria, whether or not counselling and psychological care was included as part of the offer.
* The previous cap of 20 sessions is removed. People can access up to 20 CPC sessions a year. Practitioners can request additional sessions if necessary.
* Family members and other people close to the person can access up to 20 CPC sessions in total.
* Service offerings include counselling as well as additional alternative therapies such as equine therapy, case management and creative therapies (for example, art, music, dance).
* Services are provided by approved and qualified CPC providers.

# How will the changes affect eligible people?

From 1 November 2023, staff called CPC Service Navigators will take your call. They will help you to set up CPC sessions with a practitioner.

You can request to stay with the practitioner you are already seeing, or you can work with a CPC Service Navigator to find a practitioner who best suits your needs.

# Who will provide CPC and what will they offer?

Psychologists, psychiatrists, social workers, mental health workers, Aboriginal and Torres Strait Islander health workers, psychotherapists and counsellors may provide services. They may be in private practice or employed within organisations.

They will offer the following therapeutic modalities:

* cognitive behavioural therapy / cognitive analytical therapy
* eye-movement desensitisation and reprocessing (EMDR)
* family and relationship therapy
* therapeutic group work
* psychoanalysis
* mental-health focused psychological therapy.

Practitioners may also offer alternative therapies, such as anima-assisted, creative and mind–body somatic therapies. They may also provide therapeutic casework and care management to coordinate support from multiple services for people with complex needs.

Practitioners must meet the department’s requirements for recognised qualifications and professional registration. They must be experienced in working with adults affected by complex trauma and child sexual abuse. They must deliver services in a culturally safe and diversity-inclusive way.

# What should I do next?

If you are currently receiving CPC services, you should ask your practitioner to confirm they will register with the department to provide CPC services to you from 1 November 2023. Once they register, there is nothing more for you to do.

If your practitioner does not register with the department and you need ongoing CPC support, you can contact the CPC service. A CPC Service Navigator will help you find a new provider.

If you have used the CPC Service in the past and would like to again, you can contact us to access the support you need.

If your family members or people close to you would like to access the CPC Service, they can (with your permission) contact us to set up support.

If you are a practitioner who currently provides CPC services, you can contact us to speak to a CPC Service Navigator. They will help you register and tell you how to invoice and receive payment from the department.

# Where can I get more information?

Information on the [service](https://www.vic.gov.au/national-redress-counselling-psychological-care) is available at <https://www.vic.gov.au/national-redress-counselling-psychological-care>. Alternatively, you can contact the National Redress Counselling and Psychological Care Service Victoria by calling 1800 716 869 or email <cpc@dffh.vic.gov.au> [cpc@dffh.vic.gov.au](mailto:cpc@dffh.vic.gov.au) Monday to Friday during business hours.

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